

Job Description - Bar/Waiting



Summary

Customer focused bar/waiting position. Focused on working with us to bring to life our vision of creating a destination where guests can have an authentic Australian experience that is renowned throughout Scandinavia.

Playing a key role in the front of house team, working closely with the owners to create an authentic Australian pub environment with an innovative flare and a nod to Swedish culinary traditions. You will be responsible for creating a positive customer experience.

Qualities

A team player with a sense of adventure

Lover of all things Aussie from Vegemite to Kangaroo and AFL to cricket!

Able to stay calm in a crisis

Customer focused with attention to the details

Up-to-date with Australian and international bar and restaurant trends

You speak fluent English, big plus if it is of the Aussie persuasion and if you can speak Swedish that's a bonus!

Responsibilities

- Work with the owners and the team to align front of house operations with the overarching goals of the Roo & Elk
- Maintain efficient & effective bar and food service including clean up
- Resolve customer issues as they arise in line with the Customer Service Policy
- Serve food, drinks and coffee in a timely manner
- Keep the restaurant and bar tidy and clean
- Adhere to food safety & hygiene regulations
- Know the daily specials and food/drink pairing for menu dishes
- Ensure products that are served to customers are of the highest quality
- Monitor bar stock and replenish as required
- Report maintenance issues in accordance with the Maintenance and Fault reporting policy

Requirements

The right to work in Sweden

Minimum 2 years' experience as a bartender and/or waitress/waiter

Outstanding communication skills

Proven ability to work as a constructive member of a team

Good understanding of useful computer programs (Email, MS Word and MS Excel, POS)

Willing to be an active part of the brand including social media and advertising

Person/co-ordination number

Bank Account

Able to work Wednesday to Saturday

Qualifications

Certificate III in Hospitality/Restaurang- och livsmedelsprogrammet or equivalent

Credentials in health and safety

STAD Ansvarsfull Alkoholservering or willingness to attain (at a minimum, good knowledge of Swedish Responsible Service of Alcohol laws)